

HEALTH BENEFITS QUESTIONNAIRE
SUMMARY

TABLE 7
DATE

Not For Release

1	2	3	4	5	6	7	8	9	10	11	12	13
State	Carrier & Option	Number of Records	Keep Plan?			Satisfaction of Users			Suggestions Re Own Plan		Suggestions On Overall Plan	
			Yes	No	Undecided	Total	Satisfied	Not Satisfied	Have Suggest.	No Comment	Have Suggest.	No Comment
All	All	13698	12630	1397 (10.1%)	681	5181	4177	1004 (19.4%)	4423	9270	2823	10072

YOUR PLAN

[No responses received from enrollees of your Plan]

CODE FOR NARRATIVE RESPONSES
QUESTIONS 3 AND 4-A

- 37 Delay in settling claims
- 38 Claim forms/procedures
- 39 Doctors/hospitals not informed/helpful
- 40 Carriers not informed/helpful
- 41 Contract not being observed/plan misrepresented
- 42 Competence/availability/attitude of medical staff/facilities/services
- 43 ID cards
- 44 Need local claims/information service from carrier
- 45 Other
- 46
- 47
- 48
- 49
- 50 Maternity
- 51 X-ray, laboratory, diagnostic
- 52 Dental
- 53 Home/office calls; non-surgical in hospital; comprehensives' service fees
- 54 Drugs and medicines; \$30 Aetna
- 55 Preventive, including health education/periodic physicals/immunizations
- 56 Hospital room
- 57 Specialists' services (consultants, chiropractors, physical therapy, podiatrists, anesthesiologists, etc.)
- 58 Other
 - (nursing care/maternity for self-only enrollees/ambulance/Christian Science/blood/plasma
- 59 Eye glasses/examinations
- 60 Mental
- 61 TB
- 62 Emergency/accident
- 63 Exclusion of other specific diseases (polio, skin disease, diseases of mouth and gums
- 64
- 65 Deductible
- 66 Fee schedules/co-pay ratio/higher cost for lower benefits/doesn't pay enough
- 67 Income ceiling/service benefits
- 68 More basic/first \$ coverage/out-patient
- 69 More catastrophic/maximum benefit
- 70 Double coverage
- 71 Non-service/out-of-area benefits
- 72 Non-member/excluded institutions (including nursing homes)/non-member doctors
- 73 Other (occupational injuries
- 74 Less Basic
- 75 Less catastrophic
- 76 Benefit period/confinement/admission/calendar year
- 77 Fewer days hospitalization
- 78 More days hospitalization
- 79 Act of war injuries
- 80

HEALTH BENEFITS QUESTIONNAIRE

DISSATISFACTION OF USERS

TO ITEMS 2 & 3

(5180 Users; 1005 Dissatisfied)

March 24, 1961

TABLE 2-All States, All Carriers

Not For Release

State	Carrier & Option	Complaint or Suggest.	Total	Option						
				1	2	3	4	5	6	Other
All	All	3 27	1		1					
		3 32	1		1					
		3 37	254	20	173	12	1	43	5	
		3 38	156	14	115	11		13	1	2
		3 39	41	6	26	2		7		
		3 40	41	5	30	1		5		
		3 41	47	4	29	4	2	8		
		3 42	72	16	44	3	1	4		4
		3 43	9	2	6	1				
		3 44	27	1	22	2		2		
		3 45	15	1	11			3		
		3 47	1					1		
		3 50	38	2	27	2		6	1	
		3 51	46	7	30	4		3	1	1
		3 52	11	2	7			2		
		3 53	43	7	28	1		4		3
		3 54	15	4	8			3		
		3 55	5	1	2			1		1
		3 56	7		6			1		
		3 57	16	1	7	2		5		1
		3 58	14	1	11			1		1
		3 59	2					2		
		3 60	2		2					
		3 62	36	6	20	3		7		

3	63	1		1						
3	65	59	12	38	1		6		2	
3	66	86	5	69	1		10		1	
3	67	5	2	2	1					
3	68	78	13	44	5		13	2	1	
3	69	5	3	2						
3	70	8	1	4	1		2			
3	71	2		2						
3	72	10	2	8						
3	73	6		5			1			
3	76	4	1	1	1		1			
3	77	2		1			1			
		1166	139	783	58	4	155	10	17	

HEALTH BENEFITS QUESTIONNAIRE
CHANGES MOST DESIRED BY ENROLLEES
 (Responses to Item 4-A)

Not For Release
 March 27, 1961
 TABLE 4
 All States, All
 Carriers

State	Carrier	Area of Change Desired	Total							
				1	2	3	4	5	6	Other
All	All	4 27	1							1
		4 28	1							
		4 37	142	22	88	7	1	23		1
		4 38	562	89	362	23		79	5	4
		4 39	72	16	36	6	1	11	2	
		4 40	45	3	36	1	1	4		
		4 41	17	3	9	2		2	1	
		4 42	193	42	126	12	1	7		5
		4 43	39	6	23	3		6	1	
		4 44	171	21	104	10	1	31	3	1
		4 45	29	7	16	2	1	3		
		4 48	1		1					
		4 50	243	15	157	22		46	2	1
		4 51	367	93	217	25	5	24	1	2
		4 52	391	64	251	10	4	57	4	1
		4 53	505	105	306	19	7	59	4	5
		4 54	216	47	137	5	2	22	2	1
		4 55	153	33	95	8		16		1
		4 56	103	27	45	4	1	25	1	
		4 57	99	24	52	4	2	16		1
		4 58	83	24	40	7		12		
		4 59	71	19	44	2	1	5		
		4 60	37	8	21	2	1	4	1	
		4 61	11	3	5			3		

2.

4	62	90	15	53	6		14	2	
4	63	2	1				1		
4	64	1		1					
4	65	1129	184	756	37	8	128	7	7
4	66	632	36	427	13	8	92	4	2
4	67	111	16	84	1	2	8		
4	68	650	124	406	17	5	93	1	4
4	69	173	37	100	3	1	22		2
4	70	39	5	23	2	1	5	3	
4	71	40	11	23	2		3		1
4	72	70	16	43	2	1	8		
4	73	33	8	20		1	4		
4	74	11	1	6			4		
4	75	19	1	16			2		
4	76	57	9	38	3		6		1
4	77	11		7		1	2		1
4	78	20	1	13			6		
4	79	1		1					
		6641	1136	4198	260	57	854	44	42